

IN THE SPECIFICATION

Please amend the paragraph beginning on page 11, line 12, as follows:

Assuming that the name, ID, phone, operating system, operating system-specific information, and remarks are contained in the client-side model, the display of FIG. 5 can advantageously be generated without an interaction with the server. Thus, entering n problem reports requires $n+2$ round-trip interactions between the web browser and the web server using the dual-MVC approach of the present invention. Alternatives for improving performance often involve trade-offs. For example, if performance is critical, and the amount of space on the client's machine is large enough, more data can be copied to the client. Also, if a list of the hostnames and their corresponding IP addresses is stored on the client, the trip to the server to obtain the IP address given the hostname could also be skipped. If this were done, the number of round-trip interactions would be reduced to two. If a list of customer IDs and their corresponding names and phone numbers is stored on the client, this would eliminate the need to invoke the server to `get` check the customer ID and return the name and phone. All processing, except for the final save (one interaction), could then be done on the client side.